

# Visioneer OneTouch 9320 USB Scanner Installation Guide

FOR WINDOWS

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Visit Visioneer's web site at [www.visioneer.com](http://www.visioneer.com) for technical support including help during installation, driver updates, spare parts, and documentation.

## FCC Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for the class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed, and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

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# WELCOME

Congratulations on purchasing your Visioneer OneTouch 9320 USB scanner. With this scanner you can quickly scan paper documents, color photos, 35mm slides, and negatives to place their electronic images on your computer.

## WHAT'S IN THE BOX

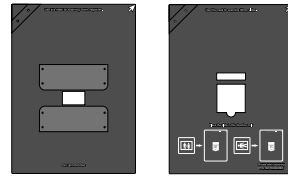
Before starting the installation, check the contents of the box to make sure that all parts are included. If any items are missing or damaged, contact the dealer where you purchased the scanner.



Visioneer 9320 USB Scanner



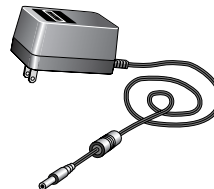
Software CD



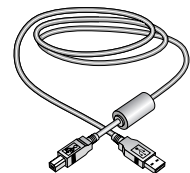
Transparency Masks



Installation Guide, Quick Install Card,  
and Technical Support Card

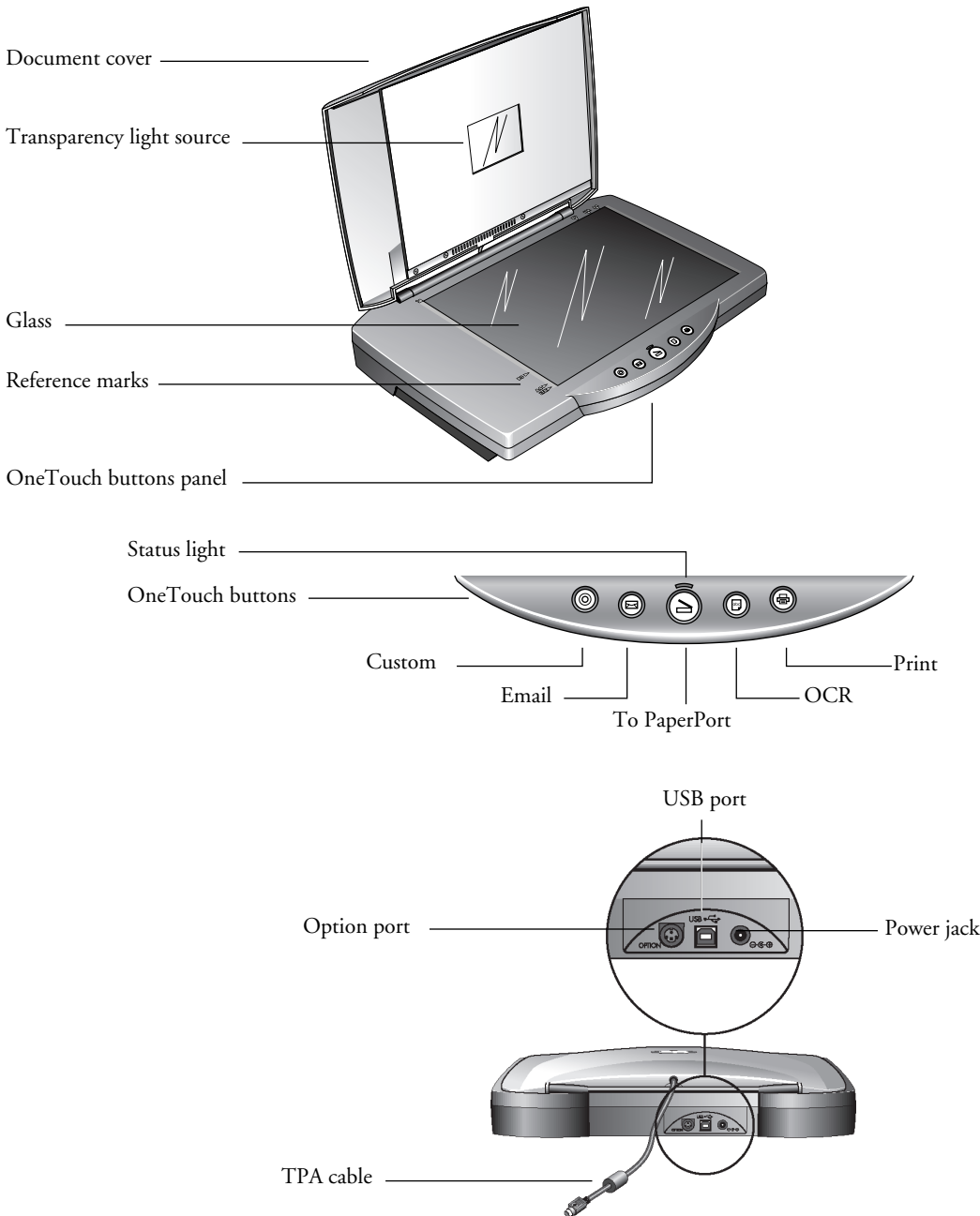


Power Supply



USB Cable

# THE VISIONEER 9320 USB SCANNER



**Document cover**—Protects the document from light and contamination.

**Transparency light source**—Shines light through 35mm slide or negative transparency and then through the glass onto the scanning sensors in the body of the scanner.

**Glass**—Items are placed face down aligned at the arrow symbol in the upper-left corner.

**Reference marks**—Marks on the border of the glass show where to align various paper sizes.

**OneTouch button panel**—Allows scanning directly from the scanner.

**Status light**—Shows the scanner's status. Green light: scanner is ready to scan. Orange light: scanner is busy.

**Option port**—Connects the TPA cable to the scanner.

**USB port**—Connects the scanner to the computer. Your Visioneer 9320 scanner can connect to either a USB 1.1 or a USB 2.0 port.

**Power jack**—Connects the power cord to the scanner.

**TPA (Transparency Adapter) cable**—Supplies power from the scanner body to the transparency light source.

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**Note:** The scanner does not have an on/off switch. The scanner is ready to scan as soon as Windows loads on your computer.

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## WHAT YOU NEED

### **An IBM-compatible Pentium PC with:**

- A CD-ROM drive
- An available Universal Serial Bus (USB) port; 1.1 or 2.0
- Microsoft Windows operating system: 98SE, 2000, ME, or XP
- Available internal memory (RAM) as follows:
  - 64 MB or more
  - 128 MB recommended for Windows XP
- 200 MB of free hard disk space

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**Note:** The new USB 2.0 ports operate at higher speeds than USB 1.1 ports. If your computer is not equipped with USB 2.0 ports, you can add them with the Visioneer Hi-Speed USB 2.0 PCI Card. Visit the Visioneer Web site at [www.visioneer.com](http://www.visioneer.com) for ordering information, or contact the dealer where you purchased your Visioneer 9320 OneTouch USB scanner. However, you do not have to add USB 2.0 ports to the computer. Your scanner automatically works with both USB 1.1 and USB 2.0 ports.

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### **A VGA or SVGA Monitor**

Recommended settings for your monitor are as many colors as possible—High Color (16-bit), True Color (24-bit or 32-bit). Set the resolution to at least 800 by 600 pixels.

To set your monitor's colors and resolution, open the Windows Control Panel, double-click Display, and then click the Settings tab.



## DOCUMENTATION

Your scanner is delivered with the following documentation:

- Quick Install Card—abbreviated installation instructions.
- Visioneer OneTouch 9320 Scanner Installation Guide—detailed installation, scanning, configuration, and maintenance information.
- ScanSoft PaperPort User's Guide—on the Installation CD; contains detailed feature and configuration information.
- Online Help—for the OneTouch scanner, Scan Manager Pro, and PaperPort software applications.

# Installing

Installation is a quick, three-step process:

- Install the software
- Connect the scanner
- Check out your scanner

## STEP 1: INSTALL THE SOFTWARE

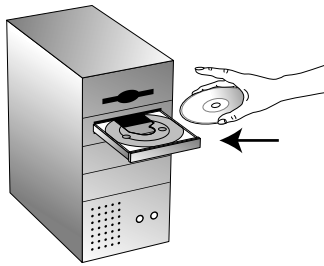
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**Note:** You must install the PaperPort software **before** connecting the scanner to the computer. Otherwise the correct software to run your scanner will not be installed and it may not scan properly.

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### To install the software:

1. Start Microsoft Windows and make sure no other applications are running.
2. Insert the installation CD into your computer's CD-ROM drive.



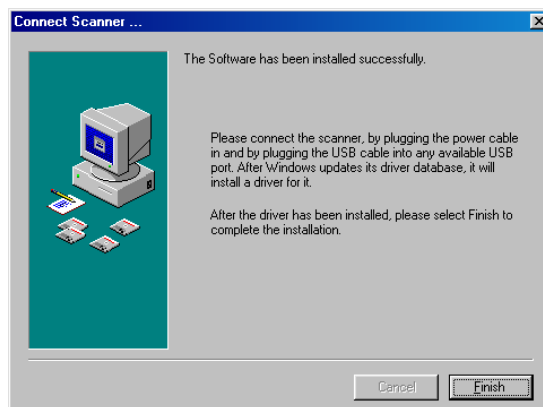
The CD automatically starts.

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**Note:** If the CD does not automatically start, check the following:

- Make sure the CD drive's door is completely shut.
  - Click the My Computer icon on your desktop. Double-click the icon for your CD-ROM drive. In the list of files, double-click the file named START32.EXE.
-

3. On the installation menu, select **Install ScanSoft PaperPort and Scanner Driver**.  
If a message asks you to restart your computer, click **Restart**.
4. On the PaperPort Setup window, click **Next**.
5. Read the ScanSoft license agreement. If you accept the terms, select **I accept the terms in the license agreement**, and then click **Next**.
6. On the Customer Information window, accept the current information or enter new information, (do not change or remove the Serial Number) and then click **Next**.
7. On the Setup Type window, click **Next**.
8. Click **Install** to begin the installation.
9. On the ScanSoft Registration window, select one of the following, and then click **OK**:
  - **Register Online**
  - **Print registration form**
  - **Remind me in 7 days**
10. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**, and click **Next**.
11. On the Welcome window, click **Next** to start the installation.
12. When you see the following Connect Scanner window, do **NOT** click Finish. Leave the window open and proceed to the next section, "Step 2: Connect the Scanner".



## STEP 2: CONNECT THE SCANNER

Your OneTouch 9320 scanner connects to any available USB 1.1 or USB 2.0 port. Check your computer's user guide for port locations.

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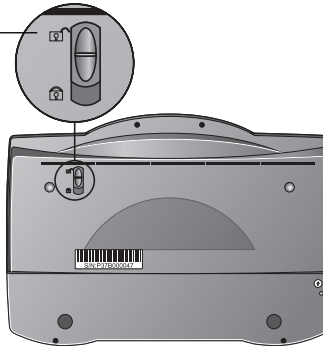
**Note:** You do not have to shut off the power to your computer when connecting the scanner to a USB port.

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### To connect the scanner to a USB 1.1 or USB 2.0 port:

1. Remove all shipping tape from the top and bottom of the scanner. Slide the locking tab on the bottom to its unlocked position.

Unlocked position



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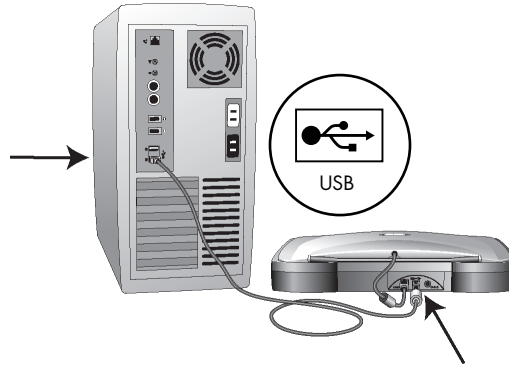
**Note:** The locking tab protects the scanner's scan head by holding it securely in position. Lock the scanner when transporting it from one location to another, but remember to unlock it before scanning. The scanner will not scan when locked.

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2. Make sure that the TPA cable is securely plugged into the Option port on the back of the scanner.



3. Plug one end of the USB cable into an available USB 1.1 or USB 2.0 port on the computer.
4. Plug the other end of the USB cable into the scanner's USB port.

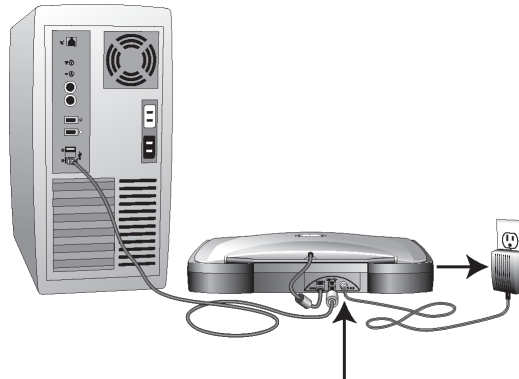


If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into the connection.

Some computers have keyboards with USB ports. You can plug the cable into the keyboard instead of the USB port on the computer.

5. Plug the power adapter cable into the power jack on the back of the scanner and then plug the power adapter into an AC (wall) outlet.

The following diagram shows the scanner connected to a computer.



The status light on the front of the scanner is illuminated, indicating the scanner is receiving power.



Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software from the CD to run the scanner.

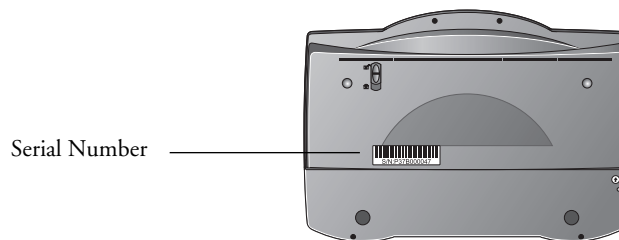
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**Note:** If your computer is running Windows XP, you may see messages about using a USB 2.0 connection for the scanner. If your computer does not have USB 2.0 ports, disregard the messages.

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6. When the software is finished loading, return to the Connect Scanner window and click **Finish**.
7. On the Visioneer Product Registration window, complete the required information, and then click **Register**.

The registration serial number for your scanner is located on the underside of the scanner body.



The scanner's status light is green when the scanner and computer are communicating properly.

8. On the Install Completed window, click **Finish**.

Your scanner is ready to scan.

9. Before proceeding to “Step 3: Check Out Your Scanner”, you can install additional software from the installation CD, or view and print the scanner and PaperPort documentation.

Remove the CD from the computer when you are finished and store it in a safe place.

## STEP 3: CHECK OUT YOUR SCANNER

After installing the scanner and software, you will see a scanner icon on the Windows taskbar (at the bottom right corner of the computer screen). If the scanner is properly connected, the scanner icon looks like the one pictured below.

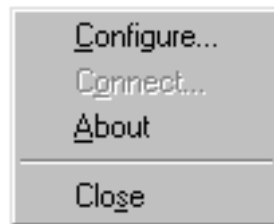


If the icon has a red X through it, the scanner is not properly connected. See the section, “If the Scanner Is Not Properly Connected” on page 12 for the steps to fix the problem.

### To check the status of the scanner:

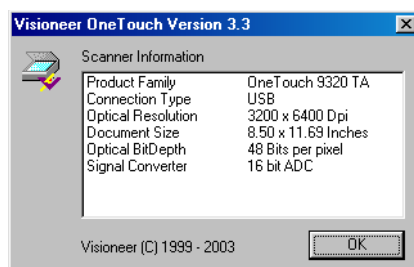
1. On the Windows taskbar, right-click the scanner icon.

The shortcut menu appears.



2. Select **About** from the shortcut menu.

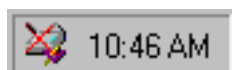
A dialog box confirms the scanner is properly connected.



3. Click **OK** to close the dialog box. Your scanner is ready to scan.

## IF THE SCANNER IS NOT PROPERLY CONNECTED

If the scanner icon on the Windows taskbar has a red "X" through it, the scanner is not properly connected.



Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Is the scanner's power light on?** If the light does not come on, plug the power adapter into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.

Please see the Readme file in the PaperPort directory on your computer's hard drive. The Readme file contains additional information that may help you diagnose problems connecting the scanner. Also see "Troubleshooting" on page 57 for more information.



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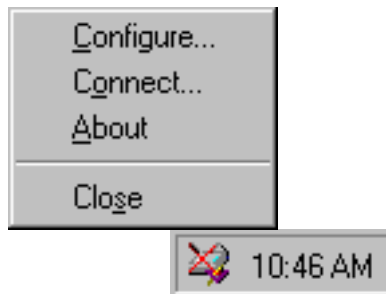
**Note:** The scanning lamp under the scanner's glass needs to warm up before you can scan. A status message lets you know when the lamp is ready. The lamp then remains ready so you don't have to wait each time you want to scan. To conserve electricity and prolong the life of the scanner, you can set the length of time for the lamp to remain lit before powering down. See "Setting Preferences" on page 39.

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**To connect the scanner:**

1. After checking for all the above problems, right-click the scanner icon with the red X over it.

The shortcut menu appears.



2. Choose **Connect** from the shortcut menu.

The software finds the scanner and makes the connection. The scanner icon will no longer have a red X through it, and you're ready to begin scanning.

If you try all the troubleshooting procedures described above and in the Readme file, and the scanner icon still has a red X through it, you may have a malfunctioning scanner. Visit our Web site at [www.visioneer.com](http://www.visioneer.com) for additional technical information. You can also receive software updates from the Web site.

# Scanning

This chapter describes how to scan paper documents as well as 35mm slides and negatives.

There are three ways to scan a paper item:

- Press a OneTouch button on the scanner
- Click a button on the button panel
- Click a button from the PaperPort software

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**Note:** To scan transparencies you must scan from PaperPort (or other TWAIN software). See “Scanning 35mm Slides and Negatives” on page 23 for details.

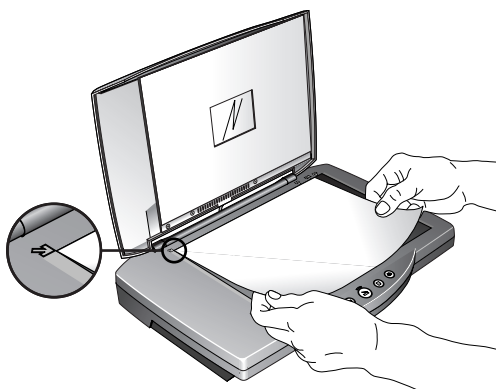
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## PRESSING A ONE TOUCH BUTTON ON THE SCANNER

Pressing a scanner button scans the item, and then sends the image to the destination associated with the button.

**To scan by pressing a OneTouch button on the scanner:**

1. Place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass.

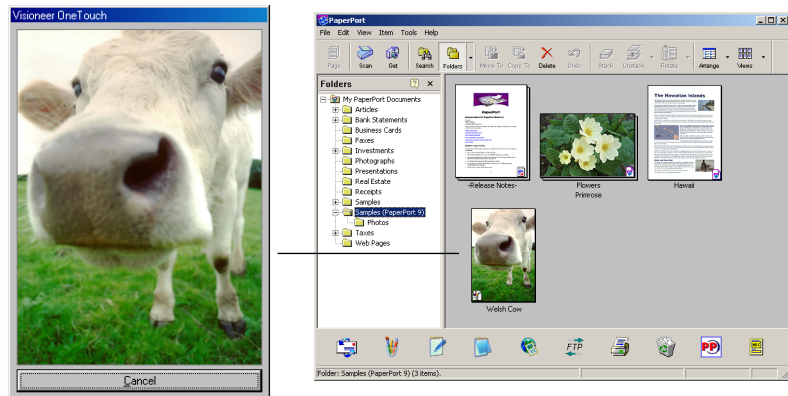


2. Close the document cover and press one of the OneTouch buttons.



The scanner starts scanning the item. Messages just above the Windows taskbar show the status of the scanning process.

During scanning, the scan progress window shows a copy of the image, as illustrated here.








When the scan is complete, the scanned image appears in the destination application. In this example, the destination application is the PaperPort desktop.

## ABOUT THE ONE TOUCH BUTTONS

The OneTouch buttons are preconfigured for typical scanning tasks. To change button settings, see “Configuring the Buttons” on page 30.



The following table describes the preconfigured button settings:

Button	Function	Preconfigured Settings
	Scan	Scans the item as a color page and displays it in PaperPort.
	Email	Scans the item as a color photo and attaches it to a new email message in your email application.
	OCR	Converts the item's text to black and white word processing text, and displays it in a word processing application.
	Copy/Print	Prints the scanned item in black and white on your printer/copier at the printer/copier's default resolution.
	Custom	Scans the item as a color photo and displays it in an image processing application.

**Note:** If a button is not preconfigured, the Configuration dialog box opens when you press that button so you can configure it manually. For example, if your computer does not have email software installed, the email button is not configured during installation.

## SCANNING FROM THE BUTTON PANEL ON THE SCREEN

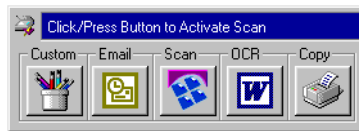
Scanning from the button panel on the screen works just like pressing a scanner button. The scanner scans the item, and then sends the image to the destination associated with the button. This method of scanning is especially helpful if the scanner is not located close to your computer.

### To scan from the button panel on the screen:

1. Place an item face down on the glass. Align the edge of the item with the arrow marker at the upper-left corner of the glass.
2. Close the document cover, and click the scanner icon on the right-hand side of the Windows taskbar.



The button panel opens on the screen.



3. Click a scan button.

The scanner starts scanning the item. When the scan is complete, the scanned image appears in the destination application.

4. To close the button panel, click the scanner icon in the button panel's upper-left corner.

The icons on the buttons indicate the destination application for the scanned image. For example, in the illustration above, the icon on the email button is for the email application, MS Outlook. When you click the email button, the item is scanned, and then MS Outlook opens. In this case, the scanned image automatically becomes an attachment to an email message.

A question mark icon on a button means your computer does not have an application that corresponds to that button's functions. For example, if your computer does not have an email application, the email button will have a question mark icon on it.

## SCANNING FROM THE PAPERPORT SOFTWARE

Instead of using a scanner button, you can scan directly from the PaperPort software. To scan a transparency you must scan from the PaperPort software or other TWAIN software, refer to “Scanning 35mm Slides and Negatives” on page 23.

You can also scan directly with other software that meets the TWAIN standards for scanning, which includes many graphics and imaging applications. Refer to the user’s guides you received with those applications for their specific steps to scan.

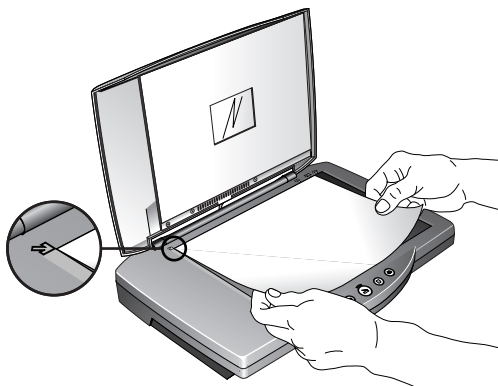
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**Note:** If your computer uses the Windows XP or ME operating system, you can also scan using the Microsoft WIA software. Refer to “Scanning from a Computer Running Windows XP or ME” on page 27 for details.

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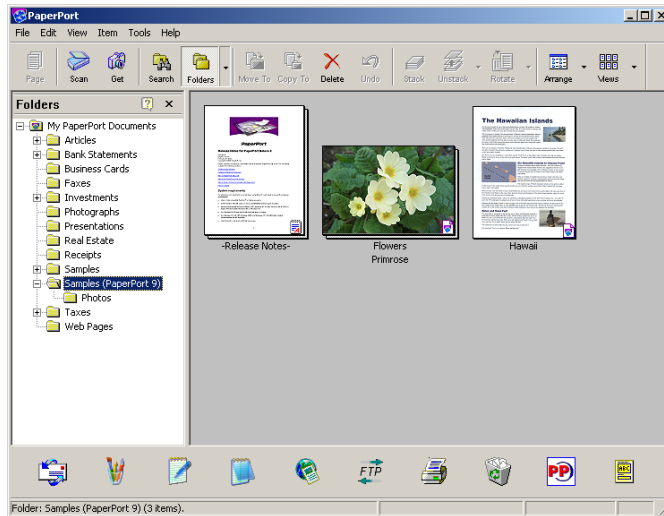
### To scan an item from PaperPort:

1. Open the scanner cover and place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass and then close the cover.



2. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort 9.0**, and then click **PaperPort**.

The PaperPort desktop opens.



3. Click the **Scan** icon on the PaperPort command bar.

The Folders pane is replaced by the Scan pane.

4. From the Scanner list, select **Scan Manager Pro**.
5. In the “Scan what?” section, choose **Document** or **Photograph**.
6. Click **Settings** to view and change the format for the scanned item’s file name and the file type. The default file type for documents is .pdf and the default for photographs is .jpg.
7. Use the **Single page items** check box as follows:
  - When the check box is selected, pages are scanned and placed on the PaperPort desktop.
  - When the check box is not selected, pages are scanned but not placed on the PaperPort desktop until you close the Scan Manager and indicate the scanning job is finished.
8. Click the **Scan** button in the Scan pane.

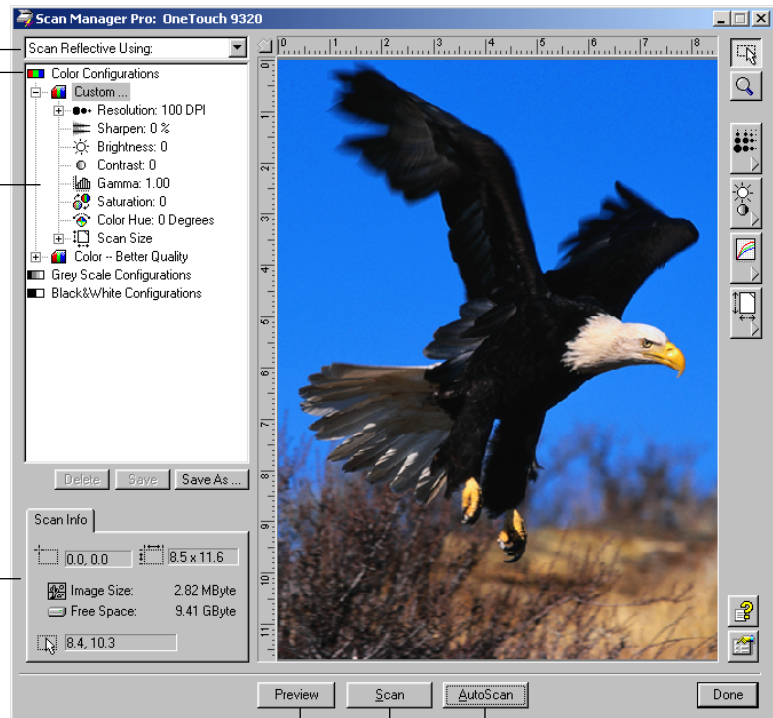
The Scan Manager Pro opens. Use the Scan Manager Pro to select scanning options and to start the scanner.

Choose a scanning option. Scan Reflective Using is for scanning paper items. The other options are for transparencies.

Click an icon to select a configuration—Color, Grey Scale, or Black&White. Clicking the “+” sign in front of Custom shows Custom’s scan settings.

Click a setting in the list to change it. The setting’s options appear on the right side of the Scan Manager Pro where you can make changes if necessary.

Check the Scan Info to make sure your computer has sufficient space for the image. Warning icons on this box appear if your computer does not have enough space for the scanned image’s file.



Click Preview to view the image in the window.

When you are satisfied with the scan settings, click Scan.

Click AutoScan to scan with optimum settings adjusted automatically.

You can click the **AutoScan** button to scan with optimum settings for the image, or you can manually preview the image and adjust scan settings as required. These two options are described below.

### To scan using AutoScan:

1. Click **AutoScan**.

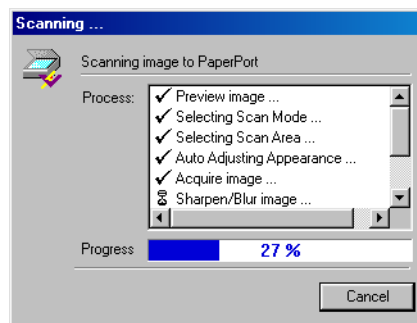
Your OneTouch 9320 scanner has built-in analytical capabilities that find the optimum combination of settings (brightness, sharpness, contrast, and so on) for the item you’re scanning. When



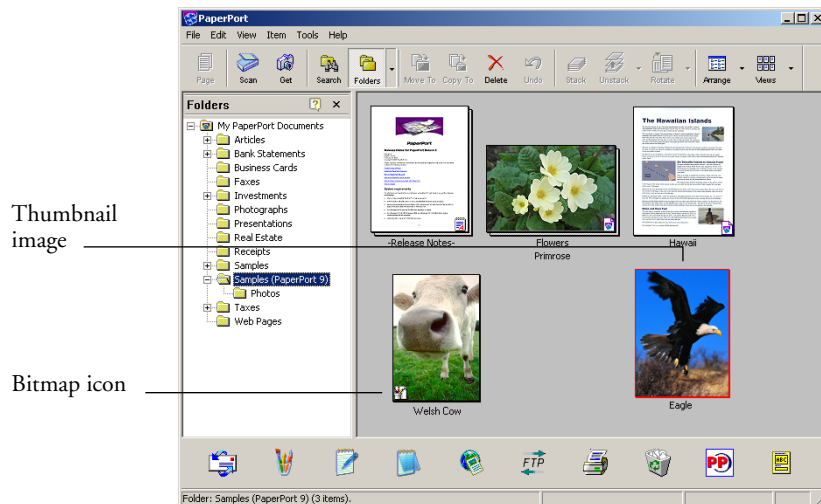
you click AutoScan, the scanner determines if the image is color, grayscale, or black and white, and analyzes the image and adjusts the settings to produce the optimal image.

The scanner then uses those settings and the preset resolution you selected for the type of image to produce the optimal scanned image. See “Setting Scan Manager Pro Preferences” on page 54 to set the AutoScan settings.

The Scanning dialog box opens while the scan is in progress. Check marks indicate the completion of a processing step.



The image appears as a thumbnail on the PaperPort desktop. If the item was scanned as a bitmap image, a small bitmap icon appears in the lower left corner of the thumbnail.



2. Use the PaperPort software to work with the image.

**To scan by previewing and adjusting settings:**

1. On the left side of the Scan Manager Pro, select a configuration.  
For example, select Color Configurations and then select Custom to scan a color item with the preset Custom scan settings.  
The configuration settings appear as a list. Click the + (plus) sign to see the full list. Click the - (minus) sign to collapse the list.
2. Click the **Preview** button to preview the image before scanning.
3. Review the image to determine if adjustments are needed.
4. To adjust a setting, click the setting in the list on the left below the selected configuration.  
A panel opens on the right side of the Scan Manager Pro for the selected setting. Select new options on that panel. See “Adjusting the Settings in the Scan Manager Pro” on page 42 for details on changing scan settings.
5. (optional) To preview the image again, click the **Preview** button and readjust the settings if necessary.
6. When you’re satisfied with the image, click the **Scan** button.  
The scanner displays the final image as a thumbnail on the PaperPort desktop.
7. Use the PaperPort software to work with the image.

**GETTING HELP WITH THE PAPERPORT SOFTWARE**

The PaperPort software includes a complete set of help topics that answer questions about each feature of the software. To open the Help Topics window, press the **F1** key or choose **PaperPort Help** from the Help menu.

You can also refer also to the *PaperPort Getting Started Guide* and *PaperPort User’s Guide* on the CD.

## SCANNING 35MM SLIDES AND NEGATIVES

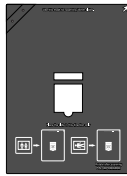
Your 9320 OneTouch scanner is specially designed to scan 35mm slides and negatives. You can scan both positive and negative film images.

### A BRIEF EXPLANATION

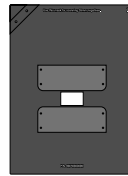
Your scanner has sensors that capture the image of the item being scanned. Those sensors are located in the body of the scanner. When you scan a paper item, the light in the bottom of the scanner shines up on the paper and reflects the paper's image down onto the scanning sensors. If a 35mm slide or negative is on the glass, however, the light from the bottom of the scanner would shine up through the transparent 35mm slide or negative and would not reflect its image onto the sensors. That is why your scanner has a light in its document cover. When you scan a 35mm slide or negative, the light in the bottom of the scanner turns off, and the light in the cover shines down through the film onto the sensors to capture the film's image.

### To prepare to scan a 35mm slide or negative:

1. Find the appropriate mask for the item you're scanning. The masks are in a protective plastic bag with your scanner.



Mask for 35mm slides.

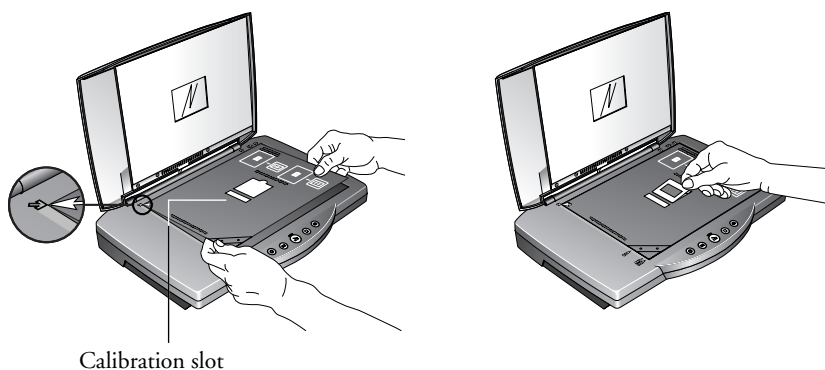


Mask for 35mm negatives.

2. To scan a 35mm slide, first position the 35mm mask on the glass. The mask has one square corner. Align that corner with the arrow on the scanner body.

Make sure that the text on the 35mm mask faces up so the slide fits properly in the mask.

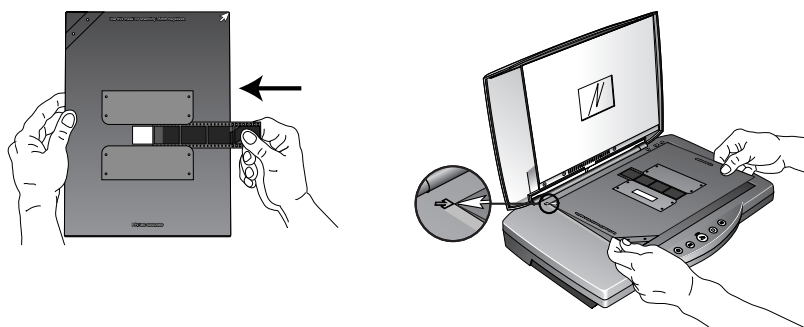
Follow the directions on the mask and place the 35mm slide horizontally into the slide holder.



Notice that the mask has a narrow slot next to the slide holder. That slot is for calibration to assure that you get the best possible scan results. Do not place items in the calibration slot.

3. To scan a negative, first slide the filmstrip into the 35mm negative mask and center the frame you want to scan in the opening.

Then position that mask on the glass and align its square corner with the arrow on the scanner body. Make sure the text on the mask faces up.



The 35mm negative mask also has a calibration slot. Do not place items to be scanned in the calibration slot.

You're now ready to scan the slide or negative.

### To scan a 35mm slide or negative:



1. Start the PaperPort software and click the **Scan** icon on the toolbar.

The Scan Manager Pro appears.

---

**Tip:** You can also start the Scan Manager Pro from the scanner buttons by setting a button to “Configure Before Scanning.” See “Selecting New Options for the Buttons” on page 33.

---

2. Click the drop-down menu at the top of the Scan Manager Pro and choose the type of transparency to scan.

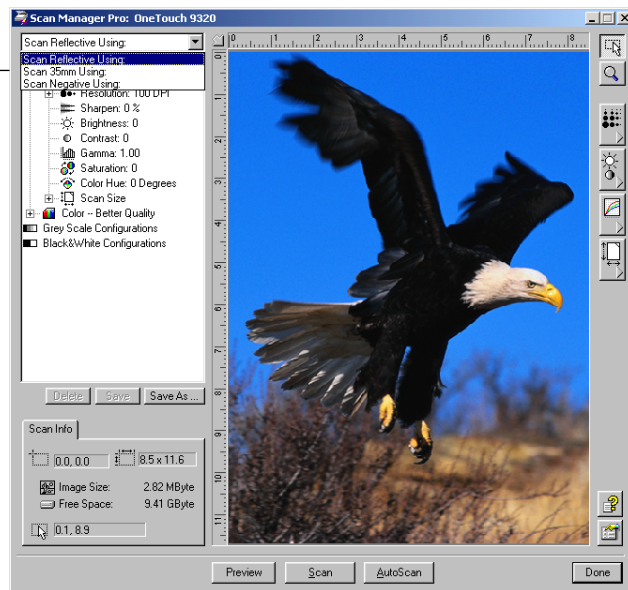
**Scan 35mm Using:**—for a 35mm slide

**Scan Negative Using:**—for a 35mm negative

Choose a transparency  
scanning option:

**Scan 35mm Using:**  
for 35mm slides

**Scan Negative Using:**  
for negatives



3. Click **Preview** to preview the image and adjust settings as needed.

4. See “Adjusting the Settings in the Scan Manager Pro” on page 42 for details about adjusting settings.

---

**Tip:** For 35mm slides or negatives, set the resolution to 1200 dpi or better. Visioneer recommends using a resolution of 2700 dpi. Refer to, “Adjusting the Resolution and Sharpness” on page 43 for steps to set the resolution.

---

5. Click **Scan** when you are satisfied with the image.
6. When finished, remove the mask from the scanner.
7. If you adjusted the resolution and other settings for scanning slides or negatives, reset those settings for scanning paper items.

## SCANNING FROM A COMPUTER RUNNING WINDOWS XP OR ME

If your computer is running the Windows XP or ME operating system, you have a choice of scanning using the TWAIN-compliant Scan Manager Pro software as described starting on page 18, or scanning using the Microsoft Windows Image Acquisition (WIA) standard as described below.

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**Note:** To scan transparencies you must scan from PaperPort (or other TWAIN software). See “Scanning 35mm Slides and Negatives” on page 23 for details.

---

### To scan an item:

1. Open the scanner cover and place an item face down on the glass. Align the edge of the item with the arrow above the upper-left corner of the glass and then close the cover.
2. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort 9.0**, and then click **PaperPort**.

The PaperPort desktop opens.



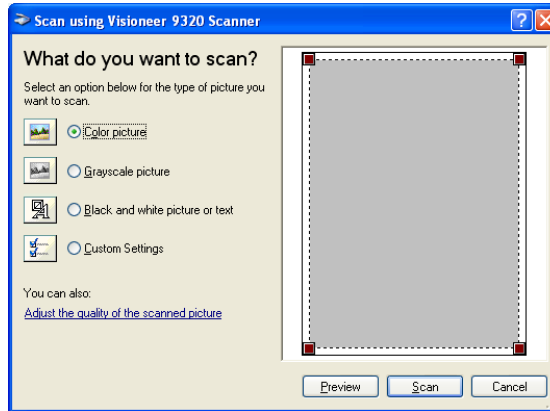
3. Click the **Scan** icon on the PaperPort command bar.

The Folders pane is replaced by the Scan pane.

4. From the Scanner drop-down list, select **WIA - Visioneer 9320 Scanner**.
5. In the “Scan what?” section, choose **Document** or **Photograph**.
6. Click **Settings** to view, and optionally change the format for the scanned item’s file name and the file type.
7. Use the **Single page items** check box as follows:
  - When the check box is selected, pages are scanned and placed on the PaperPort desktop.
  - When the check box is not selected, pages are scanned but not placed on the PaperPort desktop until you close the Scan Manager and indicate the scanning job is finished.

8. Click the **Scan** button in the Scan pane.

The Scan using Visioneer 9320 Scanner window opens. Use this window to select scanning options and start the scanner.



9. Select the button most appropriate for the item you're scanning.  
To scan with the Custom Settings option see the next section, "Fine Tuning Your Scans".
10. Click **Preview** to preview the image before scanning.  
The image is displayed on the right side of the window.
11. Adjust the settings of the previewed image as desired:
  - Change the button selection for the type of item.
  - Adjust the custom settings.
  - Change the size of the scanned image. Click and hold the mouse pointer over one of the four sizing-boxes on the corners of the previewed image. Then drag the box to increase or decrease the size of the image.
12. Preview the image again, or click the **Scan** button.  
The scanned image is displayed on the PaperPort desktop.



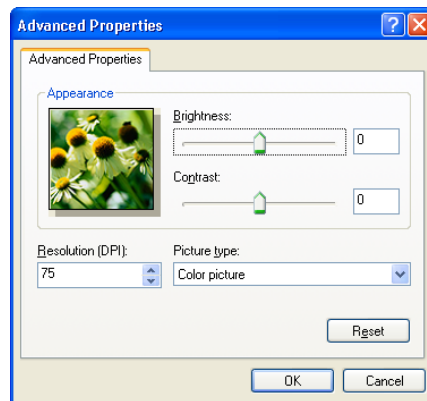
## FINE TUNING YOUR SCANS

You can select new settings before scanning to adjust how you want to scan a particular item.

### To select the scanner settings before you scan:

1. On the Scan using Visioneer 9320 Scanner window, select the **Custom Settings** button, and then click **Adjust the quality of the scanned picture**.

The Advanced Properties dialog box opens.



2. Select the options for scanning.

**Brightness** and **Contrast**—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to **Black and White picture or text**.

**Resolution (DPI)**—Choose the dots per inch (dpi) of resolution from the drop-down list. The maximum resolution is 600 dpi and the minimum is 75 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

**Picture type**—Select the appropriate type from the drop-down list.

3. Click **OK**.

The Custom Settings button is set to scan with the new options.

If you want to reset the settings and start over, click **Reset**.

# Configuring

You can configure the default scanning settings for:

- The buttons on the scanner and the button panel
- The Scan Manager Pro application (used when scanning from the PaperPort software)

## CONFIGURING THE BUTTONS

When you first connect your scanner to a computer, the scanner's software configures each OneTouch button with appropriate settings. If you want to change the settings, you can reconfigure the buttons by selecting new options from the Configuration dialog box.

When you change button settings, the changes are applied to the button on the scanner as well as the same button on the button panel.

### To open the Configuration dialog box from the shortcut menu:

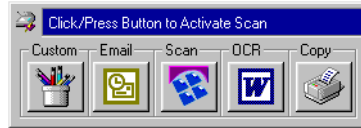
1. Right-click the scanner icon and then select **Configure** on the shortcut menu.



2. On the Configuration dialog box, click the tab that corresponds to the button you want to configure.

### To open the Configuration dialog box from the button panel:

1. Click the scanner icon on the right side of the Windows taskbar.
2. On the button panel, right-click the button you want to configure.

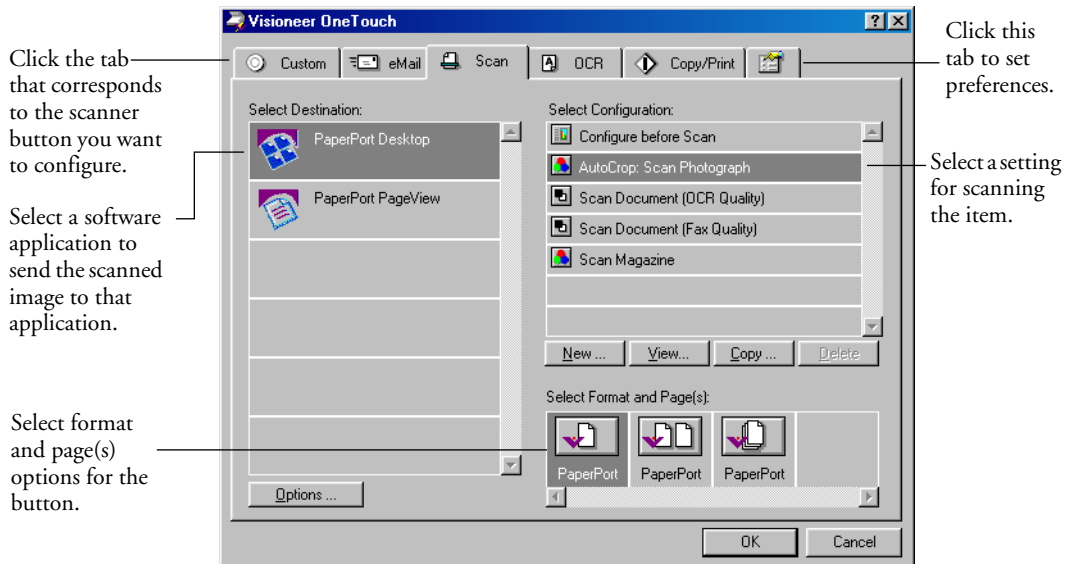


The Configuration dialog box opens. The tab for the scan button you clicked is selected.

## ABOUT THE CONFIGURATION DIALOG BOX

The tabs across the top of the Configuration dialog box correspond to the buttons on the scanner and the button panel. Clicking a tab shows the settings for the corresponding button.

For example, the highlighted selections in the following figure show the current settings for the Scan button. The Scan button is set to scan an item with the configuration named AutoCrop: Scan Photograph, and then open PaperPort to display the scanned image. The Format and Page(s) setting is set to scan in PaperPort format for a single page item.



The options on the Configuration dialog box are:

**Select Destination**—The list of applications that can open to display the scanned image. Select the application that you want to automatically open to display or process the scanned image.

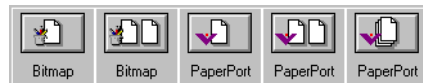
**Select Configuration**—The list of the available scan configurations. The configuration settings include: color, black and white, or grayscale, resolution in dots per inch (dpi), page size, brightness, and contrast. Double-click a configuration to view its settings.

Select a configuration and then click its icon to view its settings



**Select Format and Page(s)**—A set of options for selecting a format for the scanned image and whether to scan a single page or multiple pages. The formats are bitmap and PaperPort. Use PaperPort for scanning any item. Bitmaps are usually for photos or artwork. The page icons represent single or multiple page scanning.

Scan single page



Scan multiple pages

Scan multiple pages and stack them on the PaperPort desktop

**Options**—Opens a dialog box for selecting options about the destination application for the scanned image. Each destination application has its own options dialog box.

## SELECTING NEW OPTIONS FOR THE BUTTONS

You can select a new destination application, configuration, and image format to optimize a scanner button for the type of scanning you want to do. Use the Configuration dialog box to select new options.

### To select new options for a scanner button:

1. Open the Configuration dialog box and click the tab of the button whose options you want to change.
2. From the Select Destination list, select an application to view and work with the scanned image.

---

**Note:** If you select a word processing program such as Microsoft Word and a configuration for OCR, text in scanned images is automatically converted to editable text by the optical character recognition software that you receive with the scanner. The converted text appears in the selected destination application.

---

3. From the Select Configuration list, select a scanning configuration for the button.

The configurations are preset for the application you select in the Select Application list. If you select another application, the configurations are for that application.

4. Select one of the Format and Page(s) options.
5. Click **OK**.

Now when you press the scanner button, it scans the image using the new configuration settings and displays the scanned image in the new destination application.

---

**Note:** If you want to scan using the Scan Manager Pro, click the option, Configure before Scan. Now when you press the selected scanner button, the Scan Manager Pro opens first and you can use it to scan.

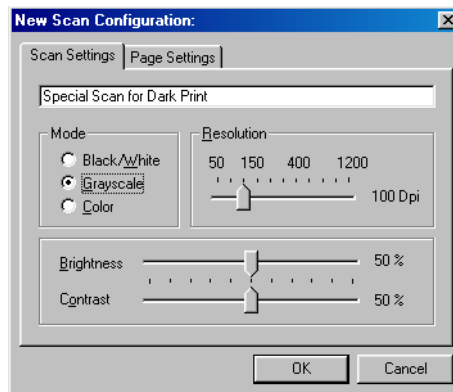
---

## CREATING NEW CONFIGURATIONS

You cannot change settings of the preset (default) configurations. If you want to scan with settings other than those in the preset configurations, create a new configuration. You can do this either by copying a preset configuration and making the desired changes or by creating a new configuration from scratch. The new configuration is saved in the Select Configuration list so you can use it again.

### To create a new configuration:

1. Open the Configuration dialog box.
2. Select the tab that corresponds to the button for which you are creating the new configuration.
3. Scroll the applications in the Select Destination list and click an application to associate the new configuration with.
4. Do one of the following:
  - Click the **New** button.
  - Select a preset configuration and click the **Copy** button.
5. On the New Scan Configuration dialog box, type a name for the new configuration.
  - If you are copying from a preset configuration, leave the name as is or change it as required.



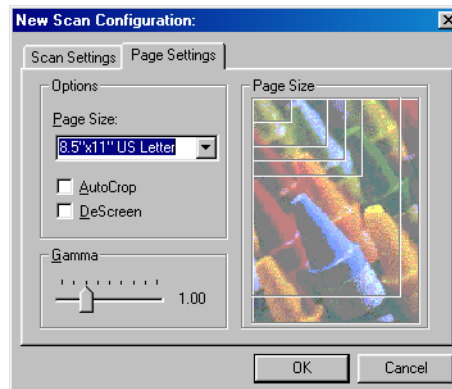
6. On the Scan Settings tab, set the scan settings as required.

**Mode**—Select Black/White to scan in black and white. For example, letters and memos are usually scanned in black and white. Select Grayscale to scan items such as documents containing drawings or black and white photographs. The scanning produces an image in varying shades of gray. Select Color to scan color photographs and other color items.

**Resolution**—Drag the slider to the right or left to adjust the dots per inch (dpi) of the resolution. The maximum resolution is 1200 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

**Brightness and Contrast**—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to the Black/White mode.

7. Click the Page Settings tab to set the scan page settings.



**Page Size**—Click a page size from the drop-down list. The outlines on the picture represent the page sizes. Clicking one of the outlines also selects it as the page size for the scan. If you select the Custom option from the drop-down list, boxes appear in place of the picture. Enter horizontal and vertical page dimensions in the boxes.

**AutoCrop**—Select this option to let the scanner automatically determine the size of the item being scanned. For example, if you put a photo in the middle of the glass, the scanner will determine

the size of the photo. When AutoCrop is selected, the scanner makes two passes—the first to sense the item's size, and the second to scan the image. This option overrides the Page Size selection.

**DeScreen**—Select this option when scanning a picture from a newspaper or magazine article, or other items that contains images with patterns or dots. Scans of patterns or dots sometimes have a distorted or wavy appearance. The scanner scans the item to compensate for the patterns and dots, and produces a clearer image. The scanning may slow down a bit when this option is selected. You don't need to select this option when scanning photographs. The DeScreen setting does not apply to the Black/White mode.

**Gamma**—Drag the slider to improve how the colors in a scanned image look on your monitor. Gamma correction allows you to achieve precise color matching. Because the computer cannot always transmit the exact color information to the hardware, you may have to make some adjustments using the Gamma feature.

The default Gamma setting works fine in most cases and normally does not need to be adjusted.

8. If applicable click the Device Settings tab to set copy/print settings as required. This tab is only available if a device such as a copier or printer is the selected destination.

**Fit to Page**—Reduces the size of the scanned image, if necessary, to fit on a printed page.

**Actual Size**—Prints the actual size of the image. The image is cropped if it is larger than the page.

**Number of Copies**—The number of copies of the image to print.

**Options**—Opens a Windows dialog box, such as Printer Properties, containing setup options for the device.

**Collate**—Prints multiple pages of scanned items in order.

9. When finished, click **OK**.
10. On the Configuration dialog box, make sure the configuration you just defined is selected, and then click **OK**.

The new configuration now applies to the button.



## ADJUSTING SCAN SETTINGS AND PAGE SETTINGS

When scanning using a configuration you created yourself, you can adjust scan settings and page settings. For example, if the scanned image is too dark, you can adjust the brightness of the scan setting.

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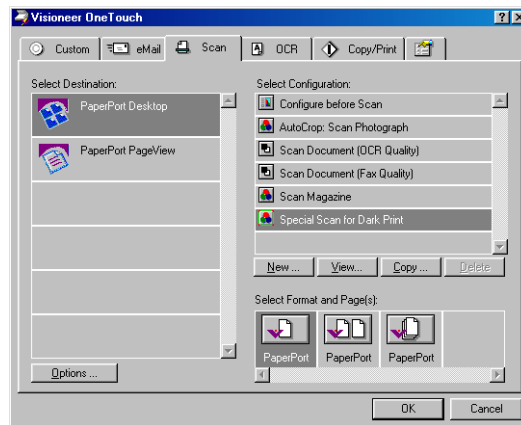
**Note:** You cannot change the scan settings or page settings for any of the predefined scan configurations. You can only adjust settings for scan configurations that you create yourself.

---

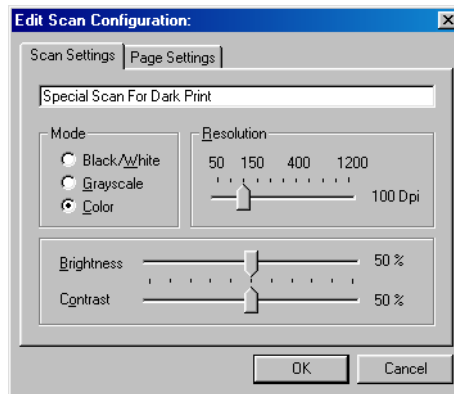
### To adjust the scan settings and page settings:

1. Open the Configuration dialog box and select the tab that corresponds to the button with the configuration you want to edit.
2. In the Select Configuration list, click the configuration you want to adjust and click the **Edit** button.

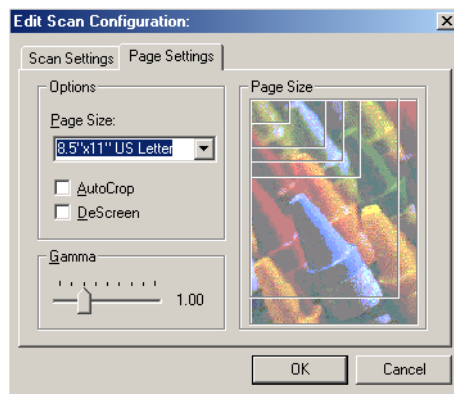
For example, the following figure shows a configuration named **Special Scan for Dark Print** (which you would have created earlier).



The Edit Scan Configuration dialog box opens.



3. On the Scan Settings tab, adjust scan settings as required.
4. Click the **Page Settings** tab and adjust page settings as required.



5. When finished, click **OK**.
6. On the Configuration dialog box, click **OK** to save and apply the changes to the button.

---

**Note:** If you selected the Copy/Print button, the Edit Scan Configuration dialog box will have a Device tab for selecting options for a printer or copier. See the online Help for more information.

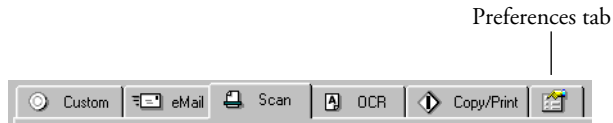
---

## SETTING PREFERENCES

The preference settings are applied to each button and the scanner.

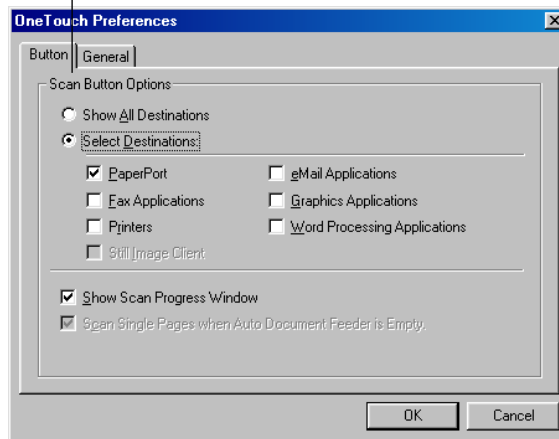
### To set preferences:

1. On the Configuration dialog box, select the tab for a button to set its preferences.
2. Click the Preferences tab on the Configuration dialog box.



The OneTouch Preferences dialog box opens. The Button tab of the dialog box shows which button you selected for new preferences.

The name of the button to receive new preferences



3. Set preferences for the selected button as follows:

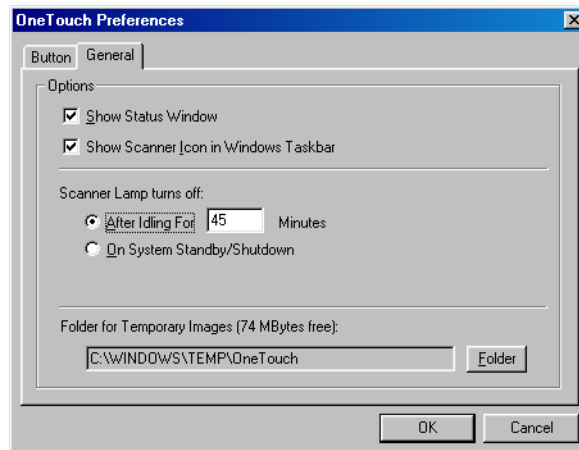
**Show All Destinations**—This option automatically selects all the destination application categories. When you click the button's tab on the Configuration dialog box, its list of destination applications include all of the applications on your computer that fall into these categories. For example, the destination applications for the email

button are usually email applications. By selecting the Show All Destinations option as the preference for the email button, all the other types of applications are included in the list of email destination applications.

**Select Destinations**—Select this option to individually choose the types of applications to include in the button's list of destination applications. Click in the boxes for the types of applications to include in the button's list.

**Show Scan Progress Window**—Select this option to see the window that shows a rendition of the image during the scanning. See the sample on page 14.

4. Click the General tab to set preferences for the scanner.

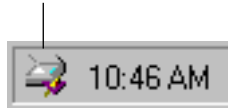


**Show Status Window**—Select this option to open a status window at the bottom right corner of the screen that provides scanning and other status information.



**Show Scanner Icon in Windows Taskbar**—Select this option to see the small icon representing the OneTouch scanner in the Windows taskbar.

Scanner icon



**Scanner Lamp turns off**—These options control when the scanner lamp power goes off.

- **After idling for xx minutes**—Select this option to automatically turn off the lamp if the scanner hasn't been used for the specified time. This option saves energy and extends the lamp's life. Click in the box and enter the number of minutes for the lamp to remain idle before turning off. If you scan when the lamp is off, it warms up before scanning resumes.
- **On System Standby/Shutdown**—Select this option to turn off the lamp when you turn off your computer, or when the computer's energy saver option automatically puts the computer into standby mode.

**Folder for Temporary Images**—Click the Folder button and then select a folder for the scanner's temporary images. During scanning, a temporary file contains scan information about the image. Because temporary image files can sometimes be large, select a folder that has sufficient disk space available.

5. Click **OK**.

## GETTING HELP

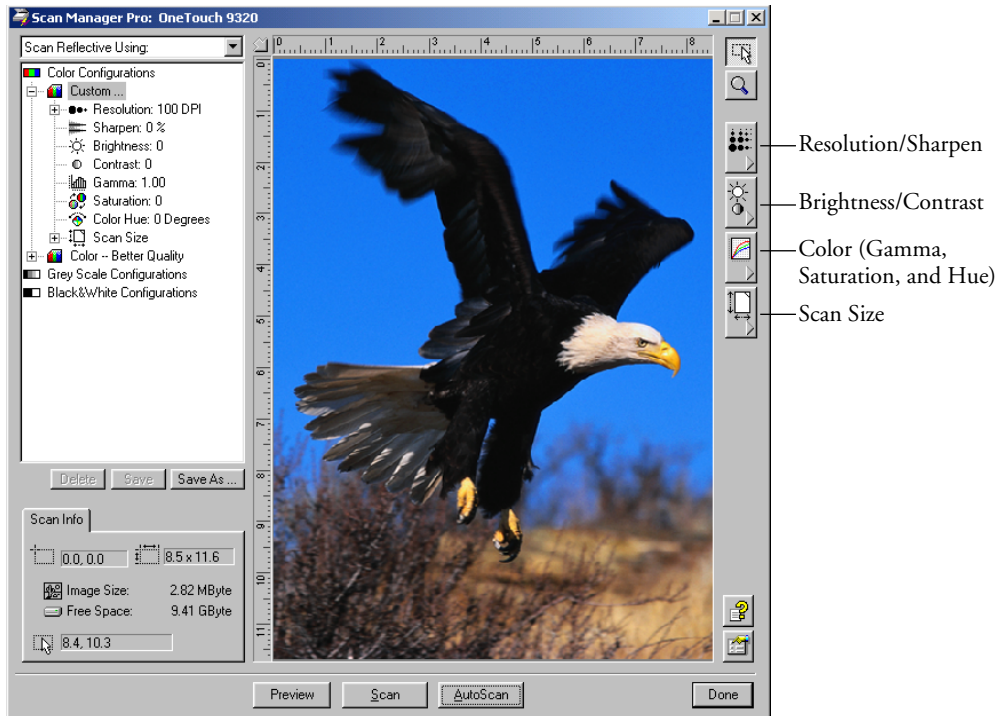
In addition to the supplied documentation, you can access help for the scanner's features and the options on the Configuration dialog box by pressing the F1 key or clicking the **Help** button in the upper-right corner of the Configuration dialog box.

## ADJUSTING THE SETTINGS IN THE SCAN MANAGER PRO

You can adjust the scan settings on the Scan Manager Pro desktop to produce the best possible image for your needs.

### To adjust a setting:

1. Open the PaperPort desktop and then click the **Scan** icon to open the Scan Manager Pro.
2. On the left side of the Scan Manager Pro, select a configuration, for example, Color Configurations.
3. Click a setting in the list of settings, or click its corresponding button on the right side of the Scan Manager Pro.

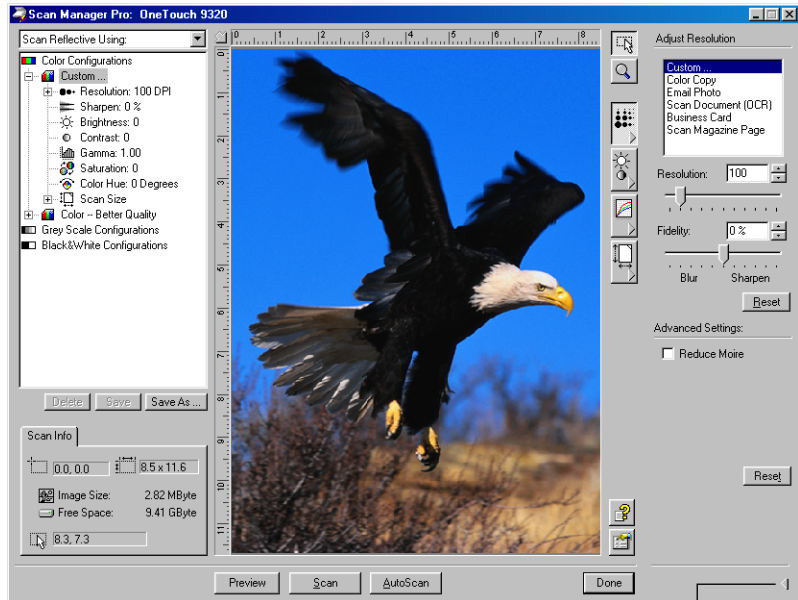


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**Note:** The list of scan settings for a configuration applies only to that type of configuration. For example, the Black&White Configuration does not have a setting for adjusting the Color Hue.

---

The following figure shows an example of the Scan Manager Pro if you click the Resolution setting in the list, or click the Resolution and Sharpen button.



Click to close the settings panel

---

**Note:** The information in the scan settings list and the options you select on the various settings panels are interactive. As you change the settings on the panel, the numbers in the list on the left also change.

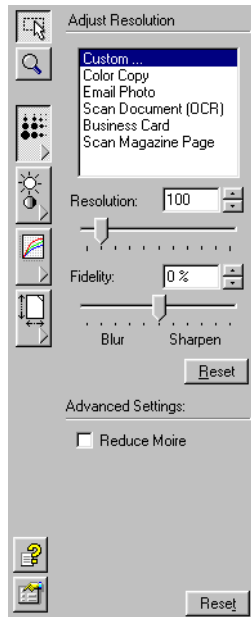
---

## ADJUSTING THE RESOLUTION AND SHARPNESS

Resolution determines the amount of detail you can see in the scanned image. The resolution setting for the scan is in dots-per-inch (dpi). The higher the resolution, the finer the details, however, higher dpi settings also produce larger files sizes. Usually the higher resolution settings are used for precision work, such as photographs or fine artwork.

Sharpness determines the amount of blur in an image. Your scanner can sharpen an original blurred image by adjusting the blurry edges in sections of the image.

The following figure shows the resolution and sharpen options:



---

**Reminder:** The location of various buttons on the panels may be slightly different on your Scan Manager Pro window. The appearance of the window depends on your monitor's screen resolution.

---

### To adjust the resolution and sharpness:

1. To use one of the preset resolutions for typical scanned items, click one of the options in the list.

For example, to set the resolution for scanning a business card, select Business Card. That setting is preset to read small print on a typical business card.

2. To set the resolution manually, drag the **Resolution** slider to the left to decrease the resolution or to the right to increase it.
3. To adjust the sharpness, drag the **Fidelity** slider to the left to decrease the sharpness or to the right to increase the sharpness.

You can also type a number directly into the sharpness setting box, or click the up and down arrows to increase or decrease the setting.



4. To return the settings to their original amounts, click **Reset**.

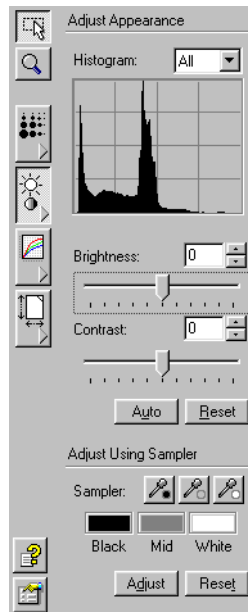
The resolution and sharpen panel also includes an advanced setting for Moire patterns. Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. To scan the image and limit or eliminate moire patterns, select the **Reduce Moire** option.

## ADJUSTING THE BRIGHTNESS AND CONTRAST

Sometimes an item is scanned with the brightness and contrast set to be too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

The histogram shows the amount of the image (that is, the number of pixels) at different brightness levels. From left to right, the histogram indicates dark to light. To see this visually, drag the Brightness slider back and forth and watch how the distribution of pixels changes to indicate a darker or lighter image.

The following figure shows the brightness and contrast options:



**To adjust the brightness and contrast:**

1. Drag the **Brightness** slider to the left to make the item darker or to the right to make the item lighter.

You can also type a number directly into the brightness setting box, or click the up and down arrows next to the box to increase or decrease the setting.

2. Drag the **Contrast** slider to the left to decrease the contrast or to the right to increase the contrast.

The Histogram represents the settings as you drag the sliders.

For color scan configurations you can adjust the brightness and contrast using a single color, or all together, by choosing from the drop-down menu at the top of the Histogram.

For example, if you select Red from the menu and drag the Brightness and Contrast sliders, you can see how the red component of the histogram changes. Note, however, that the Green and Blue components also change relative to those new brightness and contrast settings.

3. Click the **Auto** button to have the scanner analyze the image and set the appropriate brightness and contrast.

You can also adjust the brightness and contrast by sampling portions of the image in the preview window. The three Sampler buttons correspond to the Black, Mid tones, and White portions of an image.

**To use the Sampler buttons:**

1. Click one of the buttons.

The pointer automatically moves onto the image and becomes a sampler pointer.

2. Click the pointer on the portion of the image for that sample.

For example, if you selected the Black sampler button, place the pointer on the blackest part of the image.

3. Repeat with each of the other Sampler buttons.

4. Click **Adjust**.

The image changes to show your new settings.

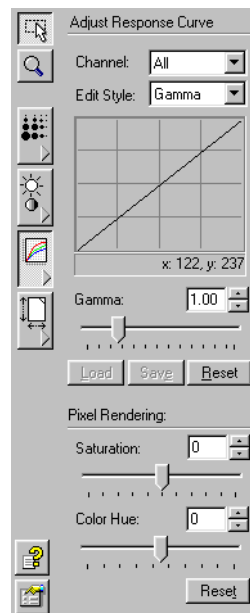
If the image is not what you want, click **Reset** to return the image to its original brightness and contrast.

## ADJUSTING GAMMA, SATURATION, AND COLOR HUE

If you're using the Color Configuration to scan, you can adjust a group of color settings. Gamma controls the brightness of the midtones of the color, saturation is the strength or purity of a color, and hue is the color your eyes see as reflected from the image. These color settings are represented by a response curve.

The horizontal axis of the response curve represents the original settings of the image, and the vertical axis represents new settings. Thus, the curve is a straight line from the lower left to upper right for an original, unchanged image. To see how the response curve indicates changes, drag the Gamma slider to left and right.

The following figure shows the color options:



**To adjust the color settings:**

1. From the Channel drop-down menu, choose the individual color (Red, Green, or Blue) that you want to use as the basis for adjusting the image, or choose **All** to adjust them together.
2. From the Edit Style drop-down menu, choose the type of color editing that you want to use:

- **Gamma**—The response curve changes as you change the gamma setting; you can also change the saturation and hue settings.

- **Freestyle**—You can drag points and sections of the response curve to create interesting and unusual color effects. Put the pointer on the curve and drag left, right, up or down. The image changes its colors in response to the new curve. The x and y numbers at the bottom of the response curve indicate the exact position of the pointer on the curve. The Gamma slider remains fixed when you use the Freestyle option.

3. Drag the **Gamma**, **Saturation**, and **Color Hue** sliders to the left to decrease the settings or to the right to increase the settings.

You can also type a number directly into the setting boxes, or click the up and down arrows next to the boxes.

4. Click **Reset** to return the settings to their original numbers.

The upper Reset button is for the gamma setting, the lower one is for saturation and hue.

5. To save the settings of a response curve, click **Save**.

Saving is available for settings created with the Freestyle editing option so you can load and reuse the exact settings on other images. This is especially helpful for complex Freestyle response curves.

A dialog box opens that lists the names of previously saved settings. Type a name for your new settings and click **OK**.

6. To reuse a saved response curve setting, click **Load**.

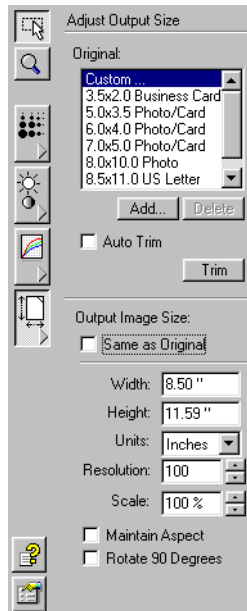
A dialog box lists the names of your previously saved settings. Select the one you want and click **OK**.

## ADJUSTING OUTPUT SIZE

The item you're scanning may not fill the scanner glass. In that case you can preview the item and use the Auto Trim option to automatically eliminate the unwanted sections of the image.

You can also adjust the output size to scan only specific sections of an image. For example, if you're scanning a photograph and want to focus on one section, adjusting the output size removes the rest of the photograph from the final scanned image.

The following figure shows the output size options:



### To Auto Trim an item:

1. Select **Auto Trim**, and then click the **Trim** button.

The scanner senses the edges of the item on the glass and draws a dotted line around the image in the window.

Check to make sure the dotted line encloses the image you want.

A new Scan Info box on the lower left portion of the Scan Manager Pro shows the information for the autotrimmed area.

2. If the dotted line is not exactly where you want it, put the pointer on the line and drag the mouse.

For example, if you want the scan to include a border around the image, you can drag the dotted line to be slightly larger than the autotrimmed area.



To use the pointer to drag the line, make sure the pointer button is selected at the top of the window.

3. When the trimmed area is what you want, click **Scan**.

### To manually set the output size for an item:

1. To scan the entire item on the glass, click **Same as Original**. No sections are trimmed.
2. To set the output size yourself, click **Same as Original** to remove the checkmark.

The settings for the output size become active.

3. Put the pointer on the image and drag the mouse to enclose the section you want in the scanned image.

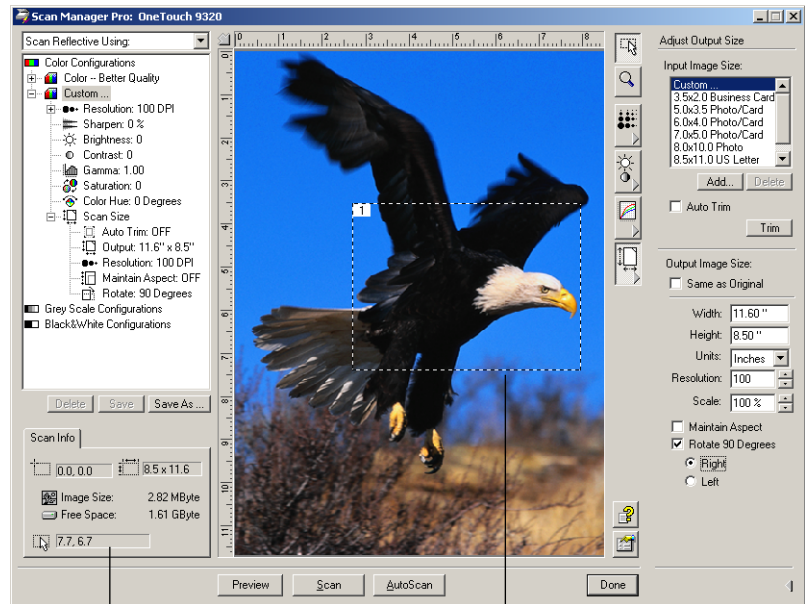
As you drag the mouse, a dotted box appears on the image and the size settings change to reflect the new output size area. You can also type in the size settings boxes.

- **Width and Height**—The measurements of the final image after it's scanned; for example, if you plan to print the image on a standard paper, the width and height are 8.5 and 11.0 inches.
- **Units**—Units of measurement for the new area; click the drop-down arrow and choose new units if you want.
- **Resolution**—The dots-per-inch (dpi) setting for the new area.
- **Scale**—The amount of enlargement or reduction of the image to fill the width and height measurements; for example, if you select a small area and have set the width and height to a paper size, the scale automatically increases to enlarge the small image so it's the same size as the paper.

A new Scan Info box on the lower left portion of the Scan Manager Pro shows the information for the new area. You can select multiple areas. A Scan Info box opens for each one.

The following figure shows an example of a manually selected area.

**Note:** When you manually select an area, the settings on the other panels are for that selected area, not the whole image. For example, the histogram on the resolution panel and the response curve on the brightness and contrast panel refer to only your newly selected area.



A new Scan Info box for the area selected on the image.

The selected scan area.

4. If the dotted line is not exactly where you want it, put the pointer on the line and drag the mouse.



To use the pointer to drag the line, make sure the pointer button is selected at the top of the window.

5. To rotate the selected area 90 degrees, click **Rotate 90 Degrees**, then select **Right** or **Left**.

6. To maintain the selected area's length-to-width relationship (known as the aspect ratio), click **Maintain Aspect**.

Note that as you rotate the area or maintain its aspect ratio, the width and height measurements change to reflect the new orientation of the image.

7. When the settings are what you want, click **Scan**.
8. If you want to remove the selected area and start over, click **Remove** on the Scan Info box.

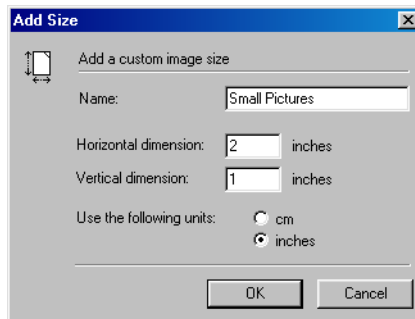
## SAVING A CUSTOM SIZE

If you have several items of the same size, such as a group of small photographs, you can create a custom size and reuse it whenever scanning those items.

### To save a custom size setting:

1. Click **Add** under the list of sizes.

The Add Size dialog box opens.



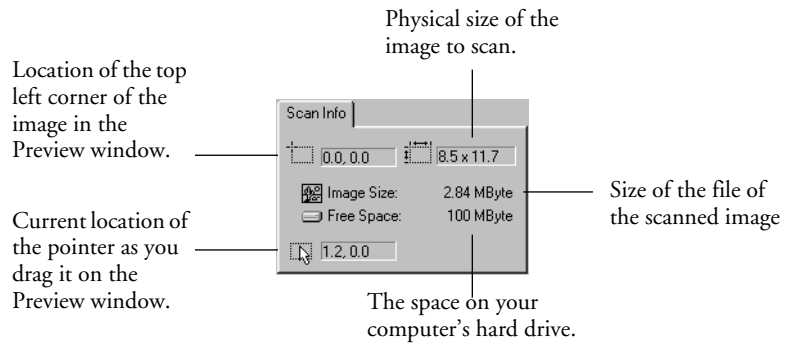
2. Type a name and dimensions for the size.
3. Click **OK**.

The new custom size is now listed in the box at the top of the panel. Select it in the list to automatically reuse the custom size.



## THE SCAN INFO BOX

The following figure shows the information on the Scan Info box:



## ZOOMING IN AND OUT

Enlarge or reduce the preview image by zooming in or out.

### To enlarge and reduce the preview image:



1. Click the **Zoom** button.
2. Put the pointer on the image.
3. Click the left mouse button to zoom in (enlarge).
4. Click the right mouse button to zoom out (reduce).
5. To return the image to its full size, click the Pointer button directly above the Zoom button, put the pointer on the image and click the right mouse button. Select **Show Full Image** from the pop-up menu that appears.

## SETTING SCAN MANAGER PRO PREFERENCES

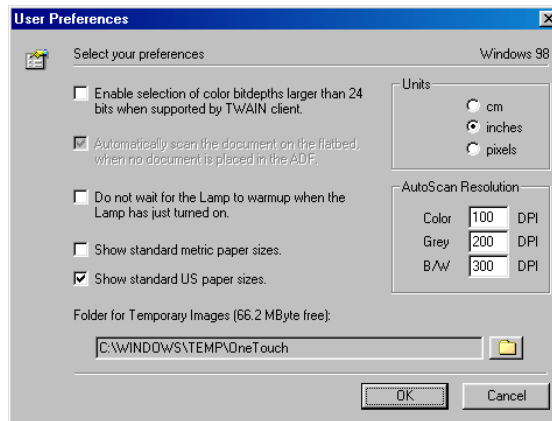
You can set preferences for the Scan Manager Pro and scanner that are independent of the preferences for the PaperPort software.

### To set the Scan Manager Pro preferences:



1. Click the **Preferences** button.

The User Preferences dialog box opens.



2. Select the preferences you want:

- **Enable selection of color bit depths**—Your OneTouch 9320 scanner supports a tremendous range of colors (defined as 48-bit depth enhanced color), but other devices (called the TWAIN clients), such as older cameras that you can use with the Scan Manager Pro support only a 24-bit depth range of colors. Select this option to automatically allow the Scan Manager Pro's color settings to support more than a 24-bit depth if the other devices also support the greater range of colors. Then, when you open the Scan Manager Pro from other applications, options for bit depth include the higher settings.
- **Do not wait for the Lamp**—When you first start scanning, the lamp in the scanner warms up slowly. This helps extend the life of the lamp. However, if you want the lamp to come on immediately without warming up, select this option.

- **Show standard metric paper sizes**—Select this option if you use metric paper to print images. When you select the scan size output options, the width and height dimensions are then for metric paper sizes.
- **Show standard US paper sizes**—Select this option to set the paper sizes for standard US paper.
- **Units**—Select the measurement units for the ruler around the preview window. The x and y coordinates of the pointer position are relative to the units.
- **AutoScan Resolution**—You can scan an item by clicking the AutoScan button on the Scan Manager Pro. The scanner uses these resolution settings for the respective configurations: Color, Grey Scale and Black and White.
- **Folder for Temporary Images**—When you scan an item, its scanned image is initially stored in a folder before being sent to the PaperPort desktop or some other application. Instead of using the default folder specified by the Scan Manager Pro, you can select another folder on your computer. Usually the only reason to select this option is if the default folder is on a hard disk with limited storage space. Click the folder icon and the Browse for Folder dialog box opens. Select the folder you want to use and click **OK**. That folder name is then listed on the Preferences dialog box.

3. Click **OK** to save your preferences.

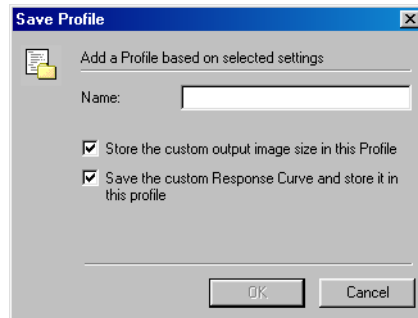
## CREATING A NEW SCAN MANAGER PRO PROFILE

You cannot change the settings of the preset profiles in the Scan Manager Pro. However you can create new profiles and save them for future use.

### To create a new profile:

1. On the Scan Manager Pro, select one of the preset profiles, for example, Black&White Configurations>Custom.
2. Adjust the settings as required and then click the **Save As** button.

The Save Profile dialog box opens.



3. Type a name for the new profile and select desired options:
  - **Store the custom output image size in this Profile**—You can create a custom image size as part of the settings; if you adjusted the output image size for the selected configuration, that output image size is saved with this profile. See “Saving a Custom Size” on page 52 for more about a custom image size.
  - **Save the custom Response Curve and store it in this profile**—You can also create custom settings for the colors of a scanned image. Those color settings are called the Response Curve. Select this option to save the response curve settings with this profile. See “Adjusting Gamma, Saturation, and Color Hue” on page 47 for more about the response curve settings.
4. Click **OK** to save the profile and add it to the configuration list.

#### To change a profile you created:

1. Select your profile from the configuration list.
2. Make changes to the profile as needed, and then click **Save**.

#### To delete a profile you created:

- Select your profile from the configuration list, and then click **Delete**.

# Maintenance

This chapter contains information on troubleshooting, cleaning, uninstalling, and scanner specifications.

## TROUBLESHOOTING

In addition to the troubleshooting information contained in this section, please see the Readme file in the PaperPort directory on your computer's hard drive. The Readme file contains additional information that may help you diagnose problems with the scanner.

If you try all the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, you may have a malfunctioning scanner. Please see the technical support card that you received with your scanner for technical assistance telephone numbers. Also visit our Web site at [www.visioneer.com](http://www.visioneer.com) for additional technical information.

### **Problem: The scanner won't scan. What's wrong?**

Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Is the scanner's status light on?** If the light is not on, plug the power supply into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.

- **Did you select another TWAIN source for acquiring images?** If you use multiple TWAIN devices with your computer, you may have selected another source for images. Start the PaperPort software and click the **Scan** icon. From the Scanner drop-down list, choose **Scan Manager Pro**.

**Problem: During installation I got the error message: PaperPort Installation is not complete. What do I do?**

The installation procedure was not successful. You need to reinstall the PaperPort software.

**Problem: I got the error message: PaperPort cannot allocate enough memory to perform internal critical operations. What do I do?**

Close any other active applications so that additional memory is available. If you click Continue, PaperPort moves the file to the PaperPort data directory and renames the file with the prefix “bad.” This allows you to recover the file later.

To recover the file, you can import it into PaperPort by using the Import command in the File menu.

**Problem: How do I uninstall PaperPort?**

See the section, “How to Uninstall Your Scanner” on page 59. Uninstalling does not delete your scanned items, and they remain in the following PaperPort Data folder:  
C:\My Documents\My PaperPort Documents Folder

## **CLEANING THE SCANNER GLASS**

Scanning items that have excessive amounts of dirt or dust may dirty the glass. To ensure the best quality scanned item, wipe the scanner glass with a soft clean cloth to rid the glass of dust or other debris.

# HOW TO UNINSTALL YOUR SCANNER

To uninstall the Visioneer OneTouch 9320 scanner, remove the Visioneer OneTouch Version 9320 software first, and then remove the PaperPort software, or other scanner software.

## STEP 1: UNINSTALLING THE VISIONEER ONETOUCH SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
  - Windows 98SE or ME: The Add/Remove Programs Properties window opens. Select the Install/Uninstall tab.
  - Windows 2000 or XP: The Add or Remove Programs window opens. Make sure the Change or Remove option is selected.
3. From the list of programs, select **Visioneer OneTouch 9320**.
  - Windows 98SE and ME: Click the **Add/Remove** button.
  - Windows 2000 or XP: Click the **Change/Remove** button.
4. On the Select Uninstall Method window, make sure the **Automatic** option is selected, and then click **Next**.

---

**Important:** The Automatic option is selected by default and is recommended by Visioneer. The other options are for advanced users.

---

5. On the Perform Uninstall window, click **Finish**.

The Visioneer OneTouch software is uninstalled from your computer.
6. If the Remove Shared Components window opens, Visioneer recommends selecting **No to All**.
7. Unplug the USB cable from your computer and scanner.
8. Close all open windows and restart your computer.

## STEP 2: UNINSTALLING THE PAPERPORT SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.  
Windows XP: choose **Control Panel** from the Start menu.
2. Double-click the **Add/Remove Programs** icon.
  - Windows 98SE or ME: The Add/Remove Programs Properties window opens. Select the Install/Uninstall tab.
  - Windows 2000 or XP: The Add or Remove Programs window opens. Make sure the Change or Remove option is selected.
3. From the list of programs, select **PaperPort**.
  - Windows 98SE and ME: Click the **Add/Remove** button.
  - Windows 2000 or XP: Click the **Change/Remove** button.
4. On the PaperPort Uninstall window, read the Warning information and then click **Next**.
5. If the Remove Shared Files window opens, select **No to All**.

---

**Important:** Visioneer recommends choosing No to All. Removing shared files could cause other applications not to run correctly.

---

The PaperPort software is removed. A message appears offering to keep or remove your scanned image files stored on the computer.

6. Click **No** to keep your image files, click **Yes** to remove the image files from your computer permanently.

---

**Important:** Files created by PaperPort are in a proprietary format (with a .max extension) and cannot be opened by other applications. To keep and view your scanned image files, use the PaperPort Viewer. Download the viewer from ScanSoft's Web site at [www.scansoft.com](http://www.scansoft.com)

---

7. If you see a message regarding missing software, click **OK**.
8. For Windows XP, click **Finish**.
9. Close all open windows and restart your computer.



## VISIONEER 9320 USB SCANNER SPECIFICATIONS

<b>Bit Depth</b>	48-Bit color (internal), 16-Bit gray (internal), 1-Bit line art/text
<b>Scanning resolution</b>	Optical resolution: 3200 x 6400 dpi
<b>Maximum Item sizes</b>	8.5 x 11.69 inches (21.6 x 29.7 cm)
<b>Scanner dimensions</b>	
Height	3.25 inches (8.3 cm)
Width	12.25 inches (31.1 cm)
Length	17.25 inches (43.8 cm)
<b>Weight</b>	5.8 pounds (2.64 kg)
<b>USB Standard</b>	USB 1.1 and USB 2.0
<b>Operating temperature</b>	50°–104° F (5°–35° C without condensation)
<b>Relative humidity</b>	20%–80% (@35° C without condensation)
<b>Power supply</b>	
Input voltage/frequency	100 Vac, 50/60 Hz (Japan) 120 Vac, 60 Hz (North America) 230 Vac, 50 Hz (Europe)
Output voltage/watt	12 V DC, 15 watt maximum
<b>Safety and agency certifications</b>	UL, ULc, GS, FCC Class B, VCCI Class 2, CE



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